

OTE 87-2500

25 FEB 1987

MEMORANDUM FOR: Chief, Information Management Staff, DO

FROM: 

Director of Training and Education

SUBJECT: Request for CBT Support

REFERENCE: Memo to D/OTE(DO/IMS 86-509), dated 10 December 1986, Same Subject

1. The Office of Training and Education (OTE) will be pleased to help DO/IMS launch a CBT delivery capability. Our experience over the past six months has shown us that CBT can provide effective, efficient training on the Agency's VM system, although there are significant problems still to be overcome.

2. As you know, OTE/CBTG is currently in the early design phase of a CBT course in Operational Records. The designer of the course is working closely with IMS subject matter experts. While our original intent has been to install this course on the DA VM3 machine in support of the current OTE Operational Records curriculum, it is likely that you will want to implement a copy on the Special Center machine as well. In addition, CBTG will be able to assist IMS in the following areas:

- a. Procurement of a Phoenix system.
- b. Guidance in the administration of a Phoenix system.
- c. Guidance in the installation of the current AIM course on your Phoenix system, and furnishing a master copy of the student documentation that

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accompanies it. Also, we can provide guidance to IMS personnel to identify those parts of the current course that need to be changed in order to teach DO AIM.

3. In addition to this immediate assistance, CBTG may be able to provide the following help over the longer term:

a. If the modifications needed to teach DO AIM are relatively minor, we can consider incorporating DO-specific options in the current AIM course when it is updated. We anticipate that our courses will be updated annually or biannually.

b. It is likely that CBTG will be embarking on a pilot SAFE development during FY87 in support of OTE's Information Systems Training Division SAFE training requirement. We will be sure to include IMS requirements for Message Delivery System(MDS) as we develop this small pilot course.

c. Within a year, OTE should be in a position to offer training and support in a CBT development methodology to create courseware that will run on the Agency's Delta Data terminals.

4. I realize that the above response does not meet your requirement as rapidly or as completely as you might wish. We simply do not have enough manpower in CBTG to do that. One lesson we have learned over the course of the past three years is that in order to reap the benefits of CBT, we must invest time and modest funds to get Agency personnel up to speed so that we can create and support our own CBT curriculum. Contractors have been invaluable to us, but they are far from a complete solution to the requirement.

5. I have told CBTG to expect a call from your people in the near future in order to get your effort under way. They have assured me that they are ready and willing to do what I have outlined above.

